

INFORMATION TECHNOLOGY

2024 Annual Report

Information Technology

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The City of Wooster

INFORMATION TECHNOLOGY DIVISION PERSONNEL

Robert Eshelman
Information Technology Manager

Lance Cole
Assistant Information Technology Manager

Shawn Urquhart
System Administrator III

Scott Bodager
System Administrator II

Jeff Welty
System Administrator II

MISSION STATEMENT

Our mission is to provide leadership in information technology and systems. We focus on providing strategic direction on technology issues, facilitating reliable, timely, and easy access to information for employees and citizens. We manage the City of Wooster's technology infrastructure, applications, and maintain the highest level of reliable service and support.

CORE VALUES

All of the Core Values are essential qualities to be successful in providing exceptional customer service. The IT department strives to daily meet these City's Core Values of Accountability, Continuous Improvement, Leadership & Management, Respect & Communication, Honesty & Integrity, Stewardship, & Trust.

AREAS OF SERVICE

Technical Support

In Person

IT personnel visit the work areas of the person requesting help. They assess the problem, apply corrective measures, and verify that the problem has been resolved.

Network-based

IT personnel often connect to the computer of the person requesting help using Dameware Mini Remote control computer management software to any PC on the city network. They assess the problem, apply corrective measures, and verify that the problem has been resolved.

Chat (Instant Messaging via Google Hangouts)

A web based instant message option through Google mail. Employees frequently ask quick questions or request support through this alternative.

Phone

Many times a question or problem is addressed by speaking with the employee requesting help over the telephone (Ext 307). The same support steps apply; assessing the problem, applying corrective measures, and verifying that the issue has been resolved.

Web Help Desk

IT implemented a new work order system from SolarWinds called Web Help Desk. This system tracks support requests, equipment checkout, network, printer, and phone issues as well as hardware, software, and training requests, user administration, and asset information that are needed throughout the year.

Hours of availability

The Information Technology division maintains a 7 am to 5 pm daily support as well as a 7-day per week before and after hour's availability by means of cell phones.

Systems Integration

Hardware and software system installations and upgrades

Research the problem and short list a small set of solutions. Apply the solution within the city in a test environment, document the results, analyze the results, implement the solution, and document key steps.

Software application development

Analyze user requirements, develop solution, and implement the resolution.

Infrastructure

Windows Domain

All city personnel receive a Windows logon that enables access to different network resources based on their group memberships and the permissions configured for their account. IT creates and manages user accounts and permissions associated with their individual logon that is available at any City computer they sign onto.

Network Infrastructure

IT configures and maintains switches, routers, and firewalls to provide optimum network speed and reliability to the City of Wooster computer users.

Wireless Network Infrastructure

IT configures and maintains 2 wireless networks, 1 guest wireless network, and 1 internal wireless network to provide convenient mobile access to city data and the internet.

Virtual Infrastructure

This technique allows for costs savings in actual physical server purchases, support contracts, cooling, and power consumption. Virtualization allows for more efficient management of existing servers and faster deployment of new ones.

Wiring Closets

Each department hosts a wiring closet and it contains the department's network access switch, connected to a battery backup, and network cable termination panel.

Server Room

IT maintains server rooms at City Hall and the Safety Center with fiber connections to each department. These are where most of the physical and virtual hardware for the servers, network storage, and core networking equipment resides. The core equipment between the two server rooms is redundant such that if there is a problem in one of the server rooms the other server room can take over. This is done to maintain business continuity. There are environmental controls to allow the equipment housed to perform optimally throughout its lifespan and power backup to keep systems up and running when the facility power is out.

Disaster Recovery / Off-site Backups

Backups of all servers are created by the enterprise backup software and written to a SAN storage array. In the case of a disaster, we have backups located both at City Hall and at the Safety Center. Backup schedules are set to minimize data loss. Some servers have hourly snapshots, daily incremental backups, and weekly full backups.

Fiber Runs

All of the city departments are connected to the network by fiber optic cable except the Distribution and Collections division which is connected via a point-to-point RF network. The city owns all of its fiber runs with the exception of Fire Station3, Safety Center, and WARCOG connections. Those fiber connections are leased from MCTV.

Phone System

Since putting in this new asterisk phone system and implementing an automated AVR response menu for the non-emergency calls to police and fire, dispatch has had to handle 27,000 less calls.

Cellular

The City uses cellular broadband service for connecting the PD's cruisers and PPM's traffic controller to the City network. There are also cellular broadband services used to connect several departments' mobile tablets to the Internet. Most of this is purchased from Verizon Wireless, but we have a few T-Mobile cellular data service connections in a few of the traffic controllers.

The City also has cellular phone service for some employees to use for their job. There are other employees that receive a stipend to use their own personal phones for work-related needs.

Security Training and Testing

The City has security appliances and software in place to try and prevent malware and virus infections on PCs and servers. There are no new hardware or software system created or installed without the evaluation of security factors relevant to that system's operations as well as how they will affect the security of systems that are already in place; securing the City's digital assets from hackers and other undesirables.

Software Licensing

The IT division tracks Windows Desktop, Server, Microsoft Office, Adobe Acrobat, and various other software licensing to ensure our installed systems are within the number of licenses that we own.

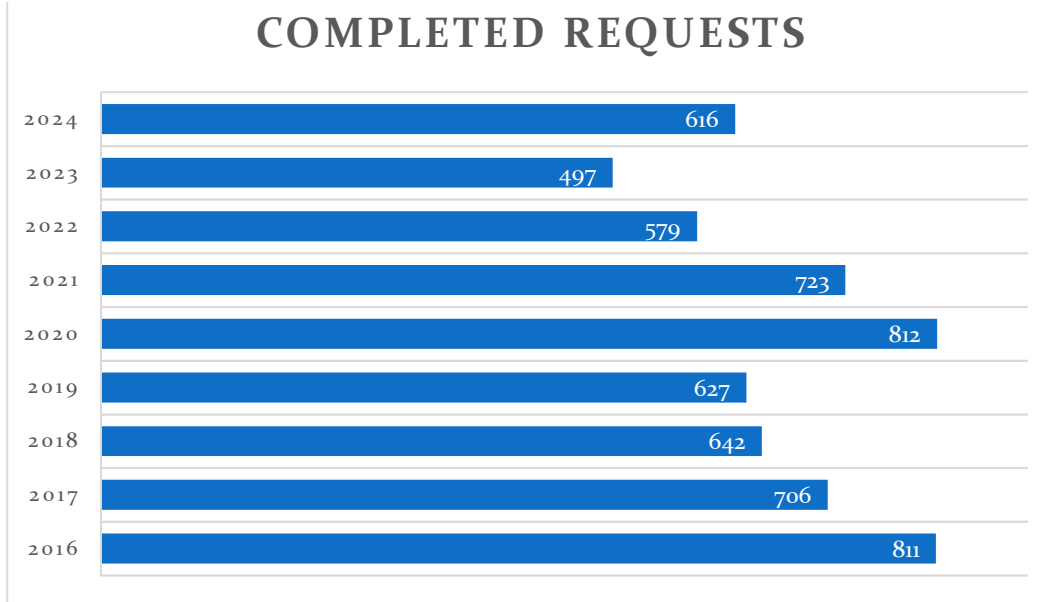
Hardware and Software Purchases

When requested, IT does research, makes recommendations, provides quotes for hardware and software purchases sought by departments, and then places the order/s.

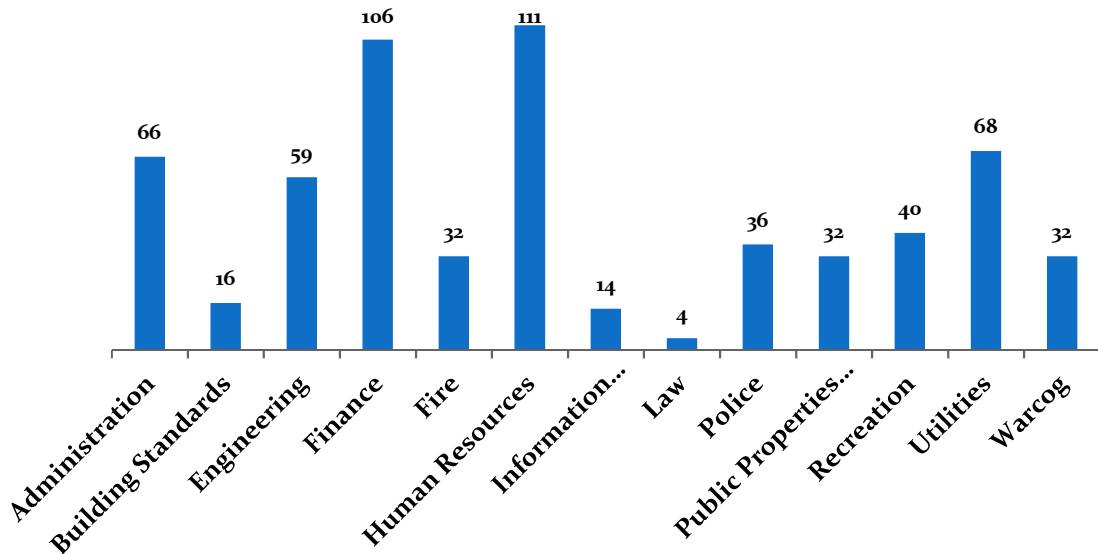
Barcode

When new purchases are received they are barcoded and recorded into the Web Help Desk System. This process also includes WARCOG items.

Web Help Desk Requests



The number of support requests completed in 2016 was from a 15 month timeframe of when the ticketing system was implemented through the following year; the 2017 thru 2024 support requests completed were from a 12 month timeframe.



WARCOG Support

The IT division provides technical assistance to the WARCOG and completes new hire orientation of IT supported systems that includes network login, shared drives, email, timesheet, eSuite and IT helpdesk support.

Web

Internet

The City's Public website was transitioned from one created and is maintained by IT staff run on internal servers to a new content management system hosted by Crossbridge Marketing. With the hosted solution using a Content Management System (CMS), departments are making changes to their department pages on their own as easily as working on a Word document. This gives each department more ownership of their pages.

Intranet

The City's internal website was created and maintained by IT staff and serves as a means of information distribution amongst the city's departments. This internal website allows for the posting of forms, documentation, and other pertinent information.

GovDeals

A public website that assists in the disposal of approved release of unnecessary equipment by auction to the highest bidder.

Portal

An internal web application server that provides functionality that is used by various divisions such as Police, Legal, Building Standards, Finance, Utilities, and Engineering.

ArclInfo

Web application server hosting the city's GIS. This is available in both a public and an internal version.

Training

New Hires

IT conducts individualized training for new hires, acquainting them with the City's network resources, login/password procedures, email, New World, eSuite, website, basic software programs, and cybersecurity.

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|-----------------------------|----|
| City full-time | 20 |
| City part-time | 5 |
| City seasonal | 20 |
| WARCOG | 2 |
| Total Orientations for 2023 | 47 |

Hosted Training

The Training Room in the IT Division is utilized for web-based training, conference calls, or vendor onsite training. The old lunch room at City Hall is under renovation to become the new training area/conference room. The IT Training is going away.

Training Room setup

IT often sets up training to be conducted by others in the IT Training Room, as well as in council chambers, Administration, Finance Conference rooms, and at the new Safety Center. Such setups usually involve connecting computers, installing software, logging onto conferencing websites, and dialing in to the conference calls.

- There were 36 training sessions scheduled this year.

Security Training

Because of the critical infrastructure/systems that the City operates, it is recommended by all security standards that we conduct Cyber Security training. The IT division has established an annual cyber security training program for the city's employees known as Knowbe4.

- The training this year was "2024 Your Role: Internet Security and You."
- The training was completed by 215 employees.

Challenges 2024

Supporting department employees efficiently, securely, and cost-effectively under the strain of increasing costs due to inflation and pricing structure changes.

Projects, Goals, and Objectives Obtained in 2024

- Deployed a new citywide network infrastructure.
- Researched, selected, and deployed a new citywide firewall system.
- Researched, selected, and deployed new broadband access for the police vehicles.
- Researched, selected, and started to deploy a new facility access system.
- Researched, tested, and selected an MFA system.
- Researched and selected a new website provider to develop and host our public and internal websites.
- Researched and selected a new wireless access system.
- Tested and started citywide upgrade from Windows 10 Pro to Windows 11 Pro

Projects, Goals and Objectives for 2025

- Complete the installation of the department access switches.
- Deploy MFA for critical city systems.
- Continue deployment of the new facility access system.
- Bring new public and internal websites online.
- Continue to connect the City network to the City facilities as they are connected to fiber. Facilities such as parks, lift stations, water towers, & traffic controllers.
- Upgrade the police vehicles' MDTs.
- Upgrade the VoIP phone system.
- Upgrade/replace some of the older systems, increase redundancy and decrease cutover times to increase overall business continuity for the departments we support.
- Continued focus on achieving 99.9% uptime of all mission-critical systems and providing support services to our end users within accepted service level agreements.
- Continue to provide employee new hire orientations and cyber security training.